

# The Shanghai Commercial & Savings Bank

## The standard operating procedures for handling directors' requirements

Formulation Secretarial office of Board of Directors

Approved on March 23, 2019

### Article 1

In order to establish a good corporate governance of the Bank, assist the directors in performing their duties and enhance the effectiveness of the Board of Directors, the procedures are established to be followed.

### Article 2

The Bank handles matters related to the requirements of the directors, and shall be subject to the provisions of this procedure, unless otherwise provided by laws , regulations or articles of incorporation.

The Directors of the Bank shall be provided with appropriate and timely information in such form and quality as to enable the Directors to make decisions and to perform their duties as Directors with the relevant information.

### Article 3

The designated unit responsible for the board meetings of the Bank and corporate governance affairs shall be the secretarial office of the Board. The unit responsible for board meetings shall draft agenda items and prepare sufficient meeting materials, and shall deliver them together with the notice of the meeting. A director who is of the opinion that the meeting materials provided are insufficient may request their supplementation by the unit responsible for board meetings. The unit shall provide it within two working days. If a director is of the opinion that materials concerning any proposal are insufficient, the deliberation of such proposal may be postponed by a resolution of the board of directors.

### Article 4

All directors of the Bank are assisted by the chief corporate governance officer to ensure in compliance with that the Board's procedures and all applicable laws and regulations, and that information exchanges between Board members and between the Directors and Managers are good.

#### Article 5

The chief secretarial office of the Board is designated as the chief corporate governance officer, who is responsible for handling the requirements of the directors and handling the duties of the directors in a timely and effective manner, as soon as possible within five working days. If the matter is complicated, the processing deadline may be extended by requesting the director's consent.

#### Article 6

The Bank's procedures shall take effect after having been approved by the board of directors. Subsequent amendments thereto shall be effected in the same manner.